

Vernon College
Assessment Activity/Report Communication Form
2019-2020

Title: ADA Satisfaction Assessment

Date of completion: October 31, 2019

Highlights of data: 77 ADA students served during 2018-2019 completed satisfaction evaluations for services they received. The results of the survey showed a 99% overall satisfaction rate with all ADA services.

Using only the applicable answers, the following percentages apply to the students' responses:

100%- The requested services were provided in a timely manner.

100%-The OSD Director responded in a timely manner to my request for accommodations.

99%- The instructor accommodated my requests in the classroom.

99%- The accommodation(s) received helped them to be successful in classes/testing situations; the requested services were provided in a timely manner

94% -Upon disclosure of their disability to a counselor, they were referred to the OSD.

"What suggestions do you have for informing the public about our services?"

"From an instructor" "Maybe a link on the website would be helpful." Maybe poster/flyers around campus and commercials on TV" "Fliers and pamphlets. Set up a table with a bowl of candy, the fliers will at least circulate." More references on the website." "Include video advertising to let the community know."

Some comments to the question about student suggestions for improvements:

"All services that I received through this program were absolutely amazing; the staff were not only professional but also friendly, courteous, and caring."

"There have to be quiet pencil sharpeners. There HAVE to be."

"Better accessible rest area for disabled students."

"Would be nice to have someone at Century City that is able to sign paperwork so we don't have to drive to Vernon."

Use of data:

Based on evaluation results, a table with candy and flyers will be set up for January registration to better advertise OSD services to new students.

Based on evaluation results, a new process for signing paperwork through Skype is being piloted this year.

Based on assessment results, staff will research pencil sharpeners for the quiet testing area, and if no "quiet" sharpeners are located, hand-held pencil sharpeners will be available for use when students are testing.

How associated to Student Success? Extra time and a quiet place to test can heavily influence ADA students' grades. In addition, a friendly and competent staff can help students succeed, as noted in their comments.

- * To be shared with the Student Success Data and College Effectiveness Committees as well as Vernon College constituents.

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Where the report can be found: PASS Dept. Director/Office for Students with
Disabilities Coordinator's Office

Submitted by: Deana Lehman **Date:** October 31,2019
(Responsible Party)

Received by Office of Institutional Effectiveness: November 15, 2019
(Date)

Posted to VC Website*: November 21, 2019
(Date)

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